

***WELCOME MARYLAND VETERANS!***

*The Maryland Transit Administration's Office of Training and Development (OTD) is proud to present to our Maryland Veterans this online catalog of available training. The skilled and dedicated OTD staff, as well as the numerous private sector instructors that we employ, make these offerings possible. We feel certain you will find one or more classes that will assist you toward your career goals.*

Our mission for this program is to make available to you, our Maryland Veterans, the same quality and innovative learning programs we provide for MTA employees. Our hope is that the opportunities provided to you through this program will help you reach your professional and career goals.

With that in mind, please look through this course catalog and begin planning your training for the upcoming months.

Once you have found the class or classes that interest you, contact Mr. Marvin Mason, Special Assistant to the Director, Office of Training and Development (410-767-0707 [mmason@mtamaryland.com](mailto:mmason@mtamaryland.com)) to arrange for an appointment. He will help you with more information, if needed, and class registration procedures.

I hope you find this catalog and the courses contained within it helpful in enabling you to achieve your career goals.

A handwritten signature in black ink, appearing to read "Joe Seitz", with a stylized flourish extending from the end.

Joe Seitz  
Director, Office of Training and Development  
Maryland Transit Administration  
410-767-3868  
[jseitz@mtamaryland.com](mailto:jseitz@mtamaryland.com)

## **CONTENTS**

<b>Welcome</b>	<b>1</b>
<b>Listing of Courses</b>	
<b>Employee Development</b>	<b>3</b>
<b>Management/Leadership Development</b>	<b>3</b>
<b>Roads Scholar</b>	<b>6</b>
<b>Bus Maintenance</b>	<b>7</b>
<b>Bus Transportation</b>	<b>10</b>
 <b>Contacts</b>	 <b>11</b>

**EMPLOYEE  
DEVELOPMENT**  
**Contact: D. Liely**

**NEW** ODPOLFP100  
**Intro to Financial Planning**  
20 students 1 hour

This class complements the ongoing program from the State Retirement Agency for state employees who are within 8 years of retirement eligibility.

**NEW** ODPOLCC300  
**Call Center Coaching Skills I**

20 students 6 hours  
This course is designed to upgrade and refine coaching skills for the mature Call Center trainer, supervisor, manager or coach.

**NEW** ODPOLCC200  
**Call Center Telephone Skills II**  
20 students 6 hours  
This is a Telephone Skills enhancement course designed for the experienced Call Center or other telephone intensive professional.

**NEW** ODFA100  
**Finances & Planning for Retirement**  
15 students 6 hours  
This program complements any ongoing programs sponsored by MTA or the State Retirement Agency. The class is designed to assist employees in aligning finances with stated retirement goals and to help employees identify strategic ways to develop a meaningful retirement lifestyle.

**MANAGEMENT / LEADERSHIP DEVELOPMENT**  
**Contact: Heather Koeberle**

**NEW** ODMGTLR  
**Labor Relations 101**  
25 students 6 hours  
Created by the Labor Relations Department, this course covers specific MTA topics for dealing with union issues, including: grievance training, various policies (FMLA, workers' comp, attendance monitoring, etc.), past practices, management rights, and contract interpretation.  
Strongly recommended for all supervisors and managers.

**NEW** ODMGTPM  
**Project Management**  
25 students 6 hours  
Provides students with the skills and techniques needed to initiate, plan, control, execute, and close out projects successfully on time and within budget.

**NEW** ODMGTGC  
**Gender Communications**  
25 students 6 hours  
Participants will learn how to avoid gender stereotypes, understand conversational

styles and their impact on work, and address power issues related to gender.

ODMGTBW  
**Writing for Better Business I**  
25 students 3 hours  
Participants will examine - through a series of practice activities - basic grammar, punctuation, vocabulary and redundancy to eliminate initial barriers to effective written communication.

**NEW** ODMGTBW2  
**Business Writing-The Next Page**  
25 students 6 hours  
This course looks at skills that improve the quality and tone of business writing. Redundancy, audience analysis, drafting outlines, self-editing techniques, and tone are primary topics.  
PREREQ: ODMGTBW

ODMGTS1 & 2  
**Role of the Supervisor Part 1 and 2**  
25 students 12 hours  
This course covers key aspects of the supervisor's job: moving from peer to supervisor, boss vs. leaders, situational leadership styles and managing accountability.

ODMGTCIS  
**Fundamentals for Delivering Outstanding Customer Service**  
25 students 3 hours  
Participants will learn to apply the concepts of the Cycle of Customer Service and Moments of Truth to foster a work environment that supports delivery of outstanding service to external and internal customers.

ODMGTCIS  
**Communication and Interpersonal Skills for the 21<sup>st</sup> Century**  
25 students 6 hours  
This course provides the opportunity to improve skills necessary to supervise and lead work teams. Participants will examine barriers to effective communication, active listening, and techniques to send clear messages.

ODMGTTW  
**The Art of Using Time Wisely**  
25 students 6 hours  
This session provides tools to maximize time and resources more effectively, including the importance of self-management. Participants will learn to identify time

wasters, assign priority levels, and allocate and schedule tasks appropriately.

ODMGTAADA

**ADA/Sensitivity Training**

25 students 3 hours

This course examines the impact of the ADA on management strategies and approaches and provides an awareness of the issues, feelings and impact on team members with respect to the ADA and other areas of sensitivity.

ODMGTTBT

**The Basics of Effective Performance Management Training**

25 students 6 hours

This course examines the process of developing documentation to support performance evaluations. Participants will learn the process to set expectations for performance, and how to prepare, plan and conduct effective performance evaluation meetings.

ODMGTTCTM1

**Coaching, Training & Motivation 1: Managing for Results**

25 students 6 hours

This introductory course examines, through a series of lessons and practice exercises, coaching techniques used in day-to-day supervision to empower employees. Topics include the use of questioning in coaching, effective feedback, and seeking employee commitment.

ODMGTTCTM2

**Coaching, Training & Motivation 2: Managing for Results**

25 students 6 hours

Participants will work in small groups and examine their application of coaching techniques. The course also

covers planning and executing coaching sessions and how gains commitment to the plan, and hold employees accountable to their commitments.

PREREQ: ODMGTCTM1

ODMGTTCCM

**Coaching, Counseling and Mentoring: Developing High-Level Performers**

25 students 6 hours

This course builds on the skills in Coaching (1 & 2) and examines the distinctions between coaching, counseling, and mentoring. Participants will examine advanced coaching techniques such as mirroring, reframing, validating and tapping inner motivation.

PREREQ: ODMGTCTM1 & 2

ODMGTTGPS

**Public Speaking and Public Relations**

25 students 6 hours

This program addresses essential elements of successful public speaking, including: topic selection, presentation style, preparation and rehearsal techniques, voice projection, and eye contact. Participants will learn through practice to develop their best strengths.

ODMGTTMC

**Managing Conflict and Confrontation**

25 students 6 hours

This course covers the five conflict management options. Steps for collaborative conflict management are discussed, along with thinking styles, managing emotions and communication skills for effective resolution.

ODMGTTDP

**Dealing with Difficult Situations and Personalities**

25 students 3 hours

In this workshop, participants will build on the skills from Managing Conflict and Confrontation to become more comfortable handling tough work problems: chronic performance problems, personality issues, and more.

ODMGTTSM

**Meeting Success with Successful Meetings**

25 students 3 hours

This workshop provides participants with the tools to lead productive, two-way team meetings. Topics include: agenda preparation, developing ground rules, facilitation, and documented follow-up.

ODMGTTMS

**A Leadership Approach to Managing Workplace Stress**

25 students 3 hours

Participants learn the negative impacts of stress on individual and work group productivity. They will learn how to recognize unproductive stress in themselves and their employees and strategies to manage/reduce stress.

ODMGTTDW

**Diversity in the Workplace**

25 students 6 hours

This course provides practical strategies for managing a diverse workforce. The course examines the benefits of uniqueness and commonality in the workplace and the management skills required to lead people from diverse backgrounds beyond the trinity of race, religion and gender.

ODMGTTMG

**Managing Generation Gaps**

25 students 6 hours

Participants will learn tools and techniques to supervise

younger/older workers. The course examines generational issues that arise and topics will include: paying your dues, speaking the language, casual attitudes, and power structures and hierarchy.

ODMG101

**Foundations of Leadership #1**

20 students 8 hours

This course covers the most important concepts involved in managing people. It includes: leading vs. managing; best practices of leaders; key issues facing MTA leaders; and situational leadership styles.

ODMG102

**Foundations of Leadership #2**

20 students 8 hours

This course covers the most important concepts involved in managing people. It includes: communication and listening; behavioral styles; managing/resolving conflict; developing your people; and coaching/feedback.

PREREQ: ODMGT101

ODMG103

**Foundations of Leadership #3**

20 students 8 hours

This course covers the most important concepts involved in managing people. It includes: personal tools for success; work/life balance; stress & time management; and action planning.

PREREQ: ODMGT102

ODMG104

**Collaborative Outcomes: Teams & Teamwork**

25 students 6 hours

This workshop develops skills to operate effectively as both a team member and team leader with the goal of producing effective collaboration. Participants will examine the stages of team development, approaches to effective recognition, developing team goals and balancing individual with team needs.

ODMG105

**Meetings & Group Problem Solving**

25 students 6 hours

This workshop focuses on the tools, such as facilitation and handling roadblocks, and the structures for productive group problem-solving and collaboration.

ODMG106

**Finance for Non-Financial Managers**

25 students 6 hours

This course provides an understanding of the finances of organizations. Participants will examine financial terms, and business economics, along with basic tools to measure performance.

ODMG107

**Leadership through Influence and Negotiation**

25 students 6 hours

This session examines the influence and negotiation skills that managers use to communicate at all levels of the organization. Participants

will develop skills to use neutral language, effective questions, and active listening to address issues and differences before they evolve into damaging conflict.

ODMG108

**Conflict Negotiation and Mediation: Creating Wins**

25 students 6 hours

This course examines tools and approaches managers need to resolve intra-team conflict that is not resolved at the front-line level. Participants will learn styles and strategies for managers to mediate conflict between two team members and help to create a 'win-win' situation.

ODMG109

**Delivering 'Gold Medal' Presentations**

25 students 6 hours

This workshop examines the entire process for preparing and delivering a presentation. In small groups, participants will plan and present a group presentation after working through a step-by-step process.

ODMG110

**Respectful Communications**

25 students 6 hours

Communicating is a learned art. This course explores what constitutes successful interaction and how to improve current skill sets in both professional and personal interactions.

**ROADS SCHOLAR**  
**Contact: Donna Furbish**

**NEW** ODRS4200  
**Spanish Refresher**

16 students 4 hours

Topics include Spanish pronunciation, greetings, communication strategies, numbers, dates, personal data, directions, safety/medical emergency terms, giving basic directions/instructions.

PREREQ: ODRS4000

Command Spanish

**NEW** ODRS4300  
**Community Spanish: Survival Guide for English Speakers**

16 students 18 hours

This course is designed for employees who want an easy and quick way to learn limited amounts of everyday Spanish. The course is divided into three components: Speaking in Spanish, Listening in Spanish, and Cross-Cultural Issues.

**NEW** ODRS4400  
**Survival Spanish for Law Enforcement Officers**

16 students 18 hours

This course prepares non-Spanish-speaking police officers to use Spanish language skills to improve their ability to aid Hispanic victims and control offenders in potentially dangerous situations involving Hispanics.

**NEW** ODRS7000  
**Conversational Sign Language**

16 students 20 hours

This course will teach the fundamental skills needed to communicate with hearing-impaired transit customers. Students will be introduced to the fundamental principles of American Sign Language.

**NEW** ODRS8000  
**Creating World-Class Customer Service**

16 students 3 hours

Companies that passionately believe in delivering the best service possible have created an organizational environment where every employee at every level of the organization is focused on the customer. This course focuses on the guiding principles that help organizations provide top customer service.

**NEW** ODRS8100  
**Winning Teams: Building the Ultimate Pit Crew**

16 students 3 hours

What are the secrets to creating a high-energy team that works to maximum efficiency? How do you best use individual strengths to optimize team performance? Reap the rewards of collaborative effort.

**NEW** ODRS8300  
**Wellness: Keeping Your Life in Balance**

16 students 3 hours

Learn how to counter the natural urge to assume responsibility for everything. Instead of frustrating and futile controlling strategies, learn straightforward techniques for maintaining your energy and keeping your balance, no matter what life throws your way.

ODLRS100  
**Language Refresher Skills**

15 students 12 hours

This 6-week Language Skills Refresher course includes a review of the writing skills needed to be successful in the workplace. Topics include punctuation, grammar, and sentence structure.

ODRS1000  
**Business Writing & Math Lab**

10 students 12 hours

The lab offers individualized instruction to enhance skills

learned in the Language Skills Refresher course as well as in reading and math skills. Math element includes review of basic computation, introductory algebra, and introductory geometry, based on individual need.

ODRS1057  
**Preparation for Management**

12 students 12 hours

Thinking about moving into management but aren't sure if it's for you? This course offers employees considering a position in management an opportunity to explore the skills needed to be an effective manager.

ODRS1060  
**Managing Your Career**

12 students 12 hours

This course offers employees a chance to reflect on their career, update their resume, and explore further learning and career opportunities. Students will learn what to expect during an interview, effective interviewing skills, and hands-on experience practicing those techniques.

ODRS1110  
**Basic Computer Skills**

8 students 12 hours

This course introduces students with little or no prior computer experience to the elements of using a personal computer. Course time will include practice in basic keyboarding skills.

ODRS1010  
**Windows/Word Level 1**

8 students 12 hours

This course provides students who have a working knowledge of basic computer skills with an introduction to PC file management & document skills using the Windows/Word 2000 environment.

ODRS2010

**Windows/Word Level 2**

8 students 12 hours

This course teaches students to work with sections, columns, and tables. Students will learn to use Microsoft Word mail merging features, import data, use styles and AutoText. They will also learn to insert graphics into documents.

ODRS3010

**Windows/Word Level 3**

8 students 12 hours

This course will teach students to use advanced features of Microsoft Word for styles and templates. Students will create forms, work with large documents, including master documents and table of contents. They will also learn to automate actions with macros.

ODRS1020

**Excel Level 1**

8 students 12 hours

This course provides students with an introduction to creating simple Excel spreadsheets. Students will learn to use mouse and keyboard commands, use basic workbook editing skills, work with ranges, create simple formulas, copy and move data, and print a worksheet.

ODRS2020

**Excel Level 2**

8 students 12 hours

This course provides an opportunity to enhance basic spreadsheet skills. Students will learn to format numbers and text, work with columns and rows, work with formula features, format cells, use page setup and AutoFormat, create and work with simple charts using Microsoft Graph, work with large spreadsheets, and work with multiple spreadsheets.

ODRS3020

**Excel 2000 Level 3**

8 students 12 hours

This course will teach students to use advanced features to analyze data. Students will work with advanced formulas, as well as create lookup and data tables.

ODRS1030

**PowerPoint Level 1**

8 students 12 hours

Students will learn to edit and format text, work with views, work with simple graphics, and work with print features. Students will also learn to create and work with summary slides, create simple charts using Microsoft Graph, work with AutoContent and design templates, and use slide show features.

**BUS MAINTENANCE**

*(Availability of these classes is very limited and dependent upon prior experience and skills)*

BUMAIN AA01

**Axle Alignment**

12 students 4 hours

This course will teach students to align bus axles, below high adjustment.

Gene Emery

BUMAINAF01

**Amerex Fire Suppression Overview**

12 students 4 hours

Course covers a basic understanding of the fire suppression system function.

Andy LaPorta

BUMAINBR01

**Front S-Cam Brake Procedure**

10 students 8 hours

This course covers MTA's procedures in servicing front brakes. In addition the students will receive hands-on and special tools training.

Andy LaPorta

BUMAINBT11

**Neoplan Brake Training**

5 students 8 hours

This course covers the proper procedures and understanding on disassembly and assembly of Neoplan front brake system.

Andy LaPorta

BUMAINCE01

**Cummins ISM Engine**

20 students 16 hours

This course covers a basic understanding of the Cummins engine components and operation.

Andy LaPorta

BUMAINCE02

**Cummins ISL Engine**

20 students 16 hours

Basic Diesel Engine E.C.M. inputs, outputs, and sensor circuits

Pressurized fuel system

Andy LaPorta

BUMAINCS11

**Charging System**

30 students 4 hours

This course covers a basic understanding of the 24v. and 12v. charging system

Gene Emery

BUMAINEO1

**Neoplan AN440 Air Systems**

10 students 4 hours

The course covers a basic understanding of the air system; components location air system operation and troubleshooting air system

Gene Emery

BUMAINFS01

**Front Suspension**

12 students 24 hours

Students will learn maintenance and repair of the front suspension.

Andy LaPorta

BUMAINRS01

**Rear Suspension**

12 students 20 hours

The student will learn how to maintain and repair bus rear suspensions.

Andy LaPorta

BUMAINJT16

**Allison Transmission Troubleshooting & Prolink**

5 student 8 hours

This course covers a basic understanding of transmission electronics function and the proper use of a Pro-link scanner.

Gene Emery

BUMAIN01

**MAN Axle (Meritor, Axle, Neoplan)**

1 student 8 hours

This Instructor-led classroom course provides hands-on coverage of diagnosis, repairing, and inspecting for Man Axle assembly.

Andy LaPorta

BUMAINNM03

**Neoplan #3 – 50 Series Engine EGR**

5 students 8 hours

The student will be able to identify of the basic engine as well as locate, test, and troubleshoot the electronic com-

ponents of the Series 50 EGR engine.

Gene Emery

BUMAINNM07

**Neoplan #7 – Ricon Wheelchair Ramp**

5 students 8 hours

This course will give students an understanding of the Ricon ramp and its components.

Andy LaPorta

BUMAINTRV1

**Voith Transmission**

8 students 8 hours

This course covers maintenance and repair of the Voith transmission.

Andy LaPorta

BUMAINWF12

**New Flyer Vansco Multiplex 1 Module 2**

12 students 8 hours

This course conveys a basic understanding in reading Vansco multiplex wiring diagrams and components location

Andy LaPorta

BUMAINWF13

**New Flyer Vansco Multiplex 2 Module 3**

12 students 8 hours

Continuation of Vansco 1 and hands on and laptop training.

Andy LaPorta

BUMAINACC3

**A/C Certification**

12 students 24 hours

Course prepares students to take A/C certification test. Course culminates in administration of actual A/C certification test.

Gene Emery

BUMAINACB

**HVAC—Basics for Bus**

12 students 8 hours

This course teaches students to properly service the HVAC system and in return reduce down time, time to

overhaul & replace parts, and a/c related service calls.

Gene Emery

BUMAINAH01

**Allison Hydroelectric Transmission**

12 students 8 hours

This course's topics include: EP system and electronics; electrical safety awareness; electrical system; service precaution; high voltage connector; and TCM/VCM overview.

Andy LaPorta

BUMAINNFH

**New Flyer Familiarization - Hybrid**

4 students 40 hours

The topics covered in this course include: familiarization; suspension; steering; Vansco multiplex; Hybrid propulsion system; doors; wheelchair ramp; Amerex; ABS brakes; and air system.

Andy LaPorta

BUMAINFHS

**New Flyer Familiarization for Supervisors**

10 students 7 hours

This is an overview of the topics above in a (1) day class

Andy LaPorta

BUMAINFHSF

**New Flyer Hybrid Safety for Fuelers**

10 students 40 hours

This course covers electrical safe work practices on Hybrid buses.

Andy LaPorta

BUMAINOPB1

**Optima Engine & Transmission**

4 students 7 hours

Topics covered in this course include: Diagnostic equipment; engine & accessories; and transmission & controls

Andy LaPorta



BUMAINOPB2

**Optima Electrical System**

4 students 7.5 hours

Topics covered in this course include: system overview; charging system; and system troubleshooting.

Andy LaPorta

BUMAINOPB3

**Optima Air System & Brakes**

4 students 8 hours

Topics covered in this course include: system troubleshooting; air system; ABS brake electrical system; and brake system.

Andy LaPorta

BUMAINOPB4

**Optima General Maintenance Overview**

4 students 7.5 hours

Topics covered in this course include: preventive maintenance; interior & exterior body; wheelchair ramp system; door & wiper system; and manuals & schematics.

Andy LaPorta

BUMAINOPB5

**Optima Suspension & Steering**

4 students 3.5 hours

Topics covered in this course include: suspension & axles; and hydraulics & steering.

Andy LaPorta

BUMAINOPB6

**Optima HVAC**

4 students 2.5 hours

BUMAINPL01

This course covers the Optima HVAC system.

Andy LaPorta

BUMAINOPB7

**Optima Orientation**

12 students 1.5 hours

This course gives a general orientation to the Optima bus and its various systems.

Andy LaPorta

**Posi/Lock Fueling**

10 students 2 hours

This course covers the operation and procedures of Posi-Lock fueling, including

hookup, parts and tools, and repair procedures.

Andy LaPorta

BUMAINFO

**Fiber Optics**

14 students 16 hours

This course teaches fiber optic theory, preparing fiber optic cable for assembly, and includes a connectorization workshop.

Joe Seitz

BUMAINWEC1

**Welding Certification**

12 students 4 hours

Upon completion of this course, the student will be certified in welding.

Andy LaPorta

BUMAINWT01

**Wheel and Tires**

12 students 4 hours

Course covers procedures for properly removing and replacing front and rear tires on all MTA buses.

Andy LaPorta

**BUS TRANSPORTATION**

*(Availability of these classes is very limited and dependent upon prior experience and skills)*

**NEW** BUOPERDWD**Driving While Distracted**

10 students 2 hours

The course is designed for all operators and affected personnel, warning them of the dangers of taking their eyes and concentration off the road.

Cliff Coupling

**NEW** BUOPERHND1**Have a Nice Day**

12 students 4 hours

Operators are provided with the skills and techniques for maintaining a safe environment on their buses.

Elmer Coppage

## BUOPER112B

**Workplace Safety and Security**

20 students 8 hours

This course is for new and existing bus operators. The student and operator will learn their roll and responsibility in system security.

Elmer Coppage

## BUOPERCSC

**Customer Service and Conflict Resolution Training**

20 students 4 hours

This course will discuss personal accountability and responsibility and the six keys to successful customer service for bus operators. Participants will discover and discuss excellence in customer service through role-play, group discussion, case studies, customer service DVD, and review of organizational mission and values.

Elmer Coppage

## BUOPER119

**Mutual Respect Policy & "In This Together"**

12 students 1 hour

This training is for operators and other personnel on MTA's policy on mutual respect in the workplace.

Debra Williams

## BUOPER104

**Smart Driving Plus**

12 students 6 hours

This course is for new bus operators. The students will learn Defensive Driving techniques.

Elmer Coppage

## BUOPER2001

**Coaching the Transit Operator**

24 students 4 hours

This course is for new Bus Operators and covers basic to advanced training on skills needed to safely operate MTA buses.

Kevin Whitley

**CONTACTS****BUS MAINTENANCE**

Mike Dougherty 410-454-7340  
Gene Emery 410-454-7446  
Andy LaPorta 410-454-7205

**FACILITIES MAINTENANCE**

Brian Bowman 410-454-7448

**BUS TRANSPORTATION**

Elmer Coppage 410-454-7180  
Cliff Coupling 410-454-7162  
Greg Dupye 410-454-7676  
Ella Peters 410-454-7426  
Kevin Whitley 410-454-7545  
Debra Williams 410-454-7458

**CDL COORDINATOR**

Charles Whitehead 410-454-7458

**TRANSPORTATION TRAINING  
MANAGER**

Charles Moore 410-454-7188

**EMPLOYEE DEVELOPMENT**

D. Liely 410-767-6538  
Ed Moore 410-767-3840

**MANAGEMENT/LEADERSHIP  
DEVELOPMENT**

Heather Koeberle 410-767-3793

**ROADS SCHOLAR**

Donna Furbish 410-767-3871

**CORPORATE TRAINING MANAGER**

Jacquelyn Alling 410-767-3850

**CORPORATE TRAINING  
COORDINATOR**

Shaneika Kite 410-767-3858

**STUDENT CENTER  
ADMINISTRATOR**

Diane Alford 410-767-3930

**SPECIAL ASSISTANT TO THE  
DIRECTOR, OTD**

Marvin Mason 410-767-0707

**DIRECTOR, OFFICE OF TRAINING  
and DEVELOPMENT**

Joe Seitz 410-767-3868